Complaints of Air Hostesses of Air India

893. SHRI SAMAR MUKHERJEE: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether the Air India management has received complaints from the tribal air hostesses belonging to the north-eastern region of the country that they were not allowed to work in the first class section by the concerned inflight supervisors;

(b) if so, the details of such complaints;

(c) whether any action has been taken by the management on these complaints; and

(d) whether Government propose to stop discrimination against these air hostesses?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAV RAO SCINDIA): (a) Yes, Sir.

(b) A complaint dated 2.5.90 was received from a Check Air Hostess stating that she was not assigned to work in first class intentionally by the Inflight supervisor of flight AI-751 of 16th April, 1990.

(c) According to the procedure, Dy. Chief Air Hostess|Sr. Check Air Hostess are normally alloted to work in First|Club Class. The other air hostesses are also allotted duties in the First Class by the In flight Supervisors on the basis of seniority and rotation when the Dy. Chief Air Hostesses Sr. Check Air Hostesses are not on board.

In the instant case, the Air Hostess was only a check Air Hostess and as such was not eligible to be assigned duties in the first class.

(d) No discrimination is allowed by Air India in the matter of assignment of duties on board of aircraft.

Manual on Inflight Service in Air India

894. SHRI SAMAR MUKHERJEE: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Air India Management has prepared a manual on the inflight service and meal service procedures;

(b) if so, what are the details thereof;

(c) if the answer to part (a) above be in the negative, the reasons for not preparing such a manual and how the work is being carried out at present;

(d) whether the cabin crew have demanded the preparation of such a manual and suitable training; and

(e) if so, the steps the mangement propose to take in the matter?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAV RAO SCINDIA):(a) Yes, Sir.

(b) The manual deals with the following aspects: (i) History of Aviation, (ii) Story of Air India, (iii) Chronological events, (iv) Aviation terminology, (v.) fleet, (vi) first aid, (vii) Flight Safety, (viii) General duties and responsibilities, (ix) passenger handling, (x) Galley loading plan and toilet amenities, (xi) procedures (prefligtat and inflight, (xii) Meal service procedures, (xiii) Food, cheese and wine, (xiv) International City Code and Airports and (xv) Conversion tables of currency and temperature.

(c) to (e) Do not arise.

Inconvenience to Air India passengers due to keeping: flight safety equipment in passenger baggage lockers

895. SHRI SAMAR MUKHERJEE: Will the Minister of of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether in the international services of Air India, the management